



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Anil Kumar Annadata; Wai H. Pak; Mingte Chen; Henry D. Jay

Assignee: Siebel Systems, Inc.

Title: System And Method For Maintaining Real-Time Agent
Information For Multi-Channel Communication Queuing

Serial No.: 09/823,770 Filed: March 31, 2001

Examiner: Quynh H. Nguyen Group Art Unit: 2642

Docket No.: SBL0002US Client Ref. No.: SIEB060/US

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Technology Center 2600

Austin, Texas
September 30, 2004

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RESPONSE TO FINAL OFFICE ACTION

Dear Sir:

This paper is responsive to the Office Action dated July 30, 2004, having a shortened statutory period expiring on November 1, 2004 (October 30, 2004 being a Saturday). Further examination and reconsideration are respectfully requested in view of the remarks set forth below.

No Amendments to the Specification, Claims, or Drawings are made in this paper.

A listing of claims begins on page 3 of this paper.

Remarks begin on page 7 of this paper.